CITY OF COLUMBUS
ACCESS
311
CONNECTING SERVICES

Thursday, June 20, 2002

OHIO 311 SUMMIT

**Easy Access to
Non-Emergency Services**

AGENDA

8:00 - 9:00
Conference registration/Continental breakfast

9:00 - 9:15
Opening remarks
Jesse Jones, Director & CTO/CIO
Department of Technology, City of Columbus

9:15 -10:00
311 presentation/speaker
Nick Patakis, Vice President
E-Business Solutions

10:00 - 10:15   Break

10:15 - 11:30
Panel discussion/Q/A
Featuring Elliot Schlanger, CIO, Baltimore
City of Houston, PUCO, PSComm and
Department of Justice

11:45 -1:00
Lunch/keynote speaker
Gartner

1:15 -2:45
Breakouts by conference sponsors
Oracle, Motorola, PeopleSoft, Accenture

2:45-3:00   Break

3:00 - 4:00
Emergency Response Preparedness
Town Hall Meeting Featuring
Columbus Department of Public Safety,
National Emergency Number Association,
City of Chicago, Ohio Security Task Force,
the Ohio House of Representatives and
the Department of Justice

4:00 - 4:15
Wrap-up/closing remarks

Improving the management and delivery of city services through the use of a new phone exchange, 311, will be the topic of a this free statewide forum. Municipalities around the country are experiencing great results in increased efficiency and improved customer service using this innovative management tool. You'll learn from government and industry experts how 311 and Customer Relationship Management technology improves service delivery and augments municipal emergency preparedness by providing an alternative to 911 for non-emergency services. A Town Hall Meeting on emergency preparedness will be the focal point of the afternoon. The conference is free with   continental breakfast and lunch provided.

Columbus Convention Center
400 N. High Street

Register on-line: http://columbus.gov/311/311_conference_submission_form.htm
Columbus, Ohio   Michael B. Coleman, Mayor